

# **Arizona Department of Gaming Office of Problem Gambling**

---

## **Helpline Statistical Report**

July 1, 2005 – June 30, 2006

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES



# Arizona Helpline Statistics

## July 1, 2005 - June 30, 2006

ARIZONA OFFICE OF PROBLEM GAMBLING



SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

### Total Number of Calls 4277

|   |      |
|---|------|
| Total Number of Helpline Specific Calls                       | 1012 |
| Total Number of Calls Received other than Helpline Assistance | 3265 |

### Calls by Shift

|                                 |     |       |
|---------------------------------|-----|-------|
| Daytime (7AM-4PM) MST           | 660 | 65.2% |
| Evening (4PM - 10PM) MST        | 305 | 30.1% |
| After Midnight (10PM - 7AM) MST | 47  | 4.6%  |

### Caller Referral Source

|               |     |       |  |     |       |
|---------------|-----|-------|--|-----|-------|
| Phone Book    | 263 | 26.0% | Office of Problem Gambling Website                       | 10  | 1.0%  |
| Casino        | 305 | 30.1% | Lottery Website  | 28  | 2.8%  |
| Magazine      | 1   | 0.1%  | Person familiar w/ State-funded Problem Gambling Program | 46  | 4.5%  |
| Newspaper     | 7   | 0.7%  | Other  | 154 | 15.2% |
| Radio         | 70  | 6.9%  | Unknown  | 102 | 10.1% |
| Movie Theatre | 2   | 0.2%  |  |     |       |
| Billboard     | 24  | 2.4%  |  |     |       |

### Number of Information Packets Sent 476

### Out of State Callers 55

### Caller County (See exported data for caller city information)

|          |     |            |     |
|----------|-----|------------|-----|
| Apache   | 2   | Mohave     | 26  |
| Cochise  | 12  | Navajo     | 19  |
| Coconino | 18  | Pima       | 157 |
| Gila     | 26  | Pinal      | 24  |
| Graham   | 3   | Santa Cruz | 7   |
| Greenlee | 0   | Yavapai    | 72  |
| La Paz   | 3   | Yuma       | 43  |
| Maricopa | 526 | Unknown    | 74  |

### Caller Profile

|                          |     |       |
|--------------------------|-----|-------|
| Gambler                  | 730 | 72.1% |
| Spouse/Significant Other | 78  | 7.7%  |
| Friend                   | 59  | 5.8%  |
| Parent                   | 41  | 4.1%  |
| Child                    | 43  | 4.2%  |
| Sibling                  | 18  | 1.8%  |
| Therapist                | 12  | 1.2%  |
| Employer                 | 2   | 0.2%  |
| Other                    | 24  | 2.4%  |
| Unknown                  | 5   | 0.5%  |

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2005 - June 30, 2006

---

### Gambler's Gender

|         |     |       |
|---------|-----|-------|
| Male    | 526 | 52.0% |
| Female  | 471 | 46.5% |
| Unknown | 15  | 1.5%  |

### Gambler's Age

|           |     |       |
|-----------|-----|-------|
| Under 18  | 2   | 0.2%  |
| 18-24     | 45  | 4.4%  |
| 25-34     | 157 | 15.5% |
| 35-44     | 232 | 22.9% |
| 45-54     | 207 | 20.5% |
| 55-64     | 149 | 14.7% |
| 65-74     | 63  | 6.2%  |
| 75 & Over | 21  | 2.1%  |
| Unknown   | 136 | 13.4% |

### Gambler's Ethnicity

|                  |     |       |
|------------------|-----|-------|
| African-American | 36  | 3.6%  |
| Asian            | 13  | 1.3%  |
| Caucasian        | 773 | 76.4% |
| Hispanic         | 77  | 7.6%  |
| Native American  | 8   | 0.8%  |
| Other            | 6   | 0.6%  |
| Unknown          | 99  | 9.8%  |

### Gambler's Marital Status

|                    |     |       |
|--------------------|-----|-------|
| Single             | 248 | 24.5% |
| Married            | 407 | 40.2% |
| Cohabitate         | 54  | 5.3%  |
| Separated/Divorced | 149 | 14.7% |
| Widowed            | 39  | 3.9%  |
| Unknown            | 115 | 11.4% |

### Gambler's Minor Children In Household

|              |     |       |
|--------------|-----|-------|
| None         | 545 | 53.9% |
| One          | 103 | 10.2% |
| Two          | 90  | 8.9%  |
| Three        | 52  | 5.1%  |
| Four         | 13  | 1.3%  |
| Five or more | 12  | 1.2%  |
| Unknown      | 197 | 19.5% |

### Gambler's Education Level

|                    |     |       |
|--------------------|-----|-------|
| High School or GED | 313 | 30.9% |
| Associates Degree  | 141 | 13.9% |
| Bachelors Degree   | 197 | 19.5% |
| Graduate Degree    | 49  | 4.8%  |
| Other              | 22  | 2.2%  |
| Unknown            | 290 | 28.7% |

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2004 - June 30, 2005

---

### Gambler's Employment Status

|              |     |       |
|--------------|-----|-------|
| Full-Time    | 513 | 50.7% |
| Part-Time    | 60  | 5.9%  |
| Not Employed | 192 | 19.0% |
| Other        | 37  | 3.7%  |
| Unknown      | 210 | 20.8% |

### Gambler's Occupation

|                         |     |       |
|-------------------------|-----|-------|
| None                    | 154 | 15.2% |
| Professional/Managerial | 196 | 19.4% |
| Office/Clerical         | 59  | 5.8%  |
| Crafts/Technical        | 57  | 5.6%  |
| Service/Maintenance     | 89  | 8.8%  |
| Paraprofessional        | 24  | 2.4%  |
| Sales/Marketing         | 29  | 2.9%  |
| Military                | 5   | 0.5%  |
| Other                   | 74  | 7.3%  |
| Unknown                 | 325 | 32.1% |

### Gambler's Annual Household Income

|                     |     |       |
|---------------------|-----|-------|
| Under \$10,000      | 46  | 4.5%  |
| \$10,000-\$14,999   | 47  | 4.6%  |
| \$15,000-\$24,999   | 74  | 7.3%  |
| \$25,000-\$34,999   | 104 | 10.3% |
| \$35,000-\$49,999   | 144 | 14.2% |
| \$50,000-\$74,999   | 170 | 16.8% |
| \$75,000-\$99,999   | 39  | 3.9%  |
| \$100,000-\$149,000 | 35  | 3.5%  |
| \$150,000 plus      | 32  | 3.2%  |
| Unknown             | 321 | 31.7% |

### Gambler's Estimated Household Debt Related to Gambling

|                 |     |       |
|-----------------|-----|-------|
| None            | 196 | 19.4% |
| Under \$1,000   | 73  | 7.2%  |
| \$1,000-4,999   | 110 | 10.9% |
| \$5,000-9,999   | 95  | 9.4%  |
| \$10,000-19,999 | 93  | 9.2%  |
| \$20,000-49,999 | 110 | 10.9% |
| \$50,000-99,999 | 41  | 4.1%  |
| \$100k-249,999  | 15  | 1.5%  |
| \$250,000+      | 5   | 0.5%  |
| Unknown         | 274 | 27.1% |

### Gambler's Household Payment Defaults Related to Gambling Deb

|                         |     |       |
|-------------------------|-----|-------|
| None                    | 519 | 51.3% |
| Bankruptcy              | 73  | 7.2%  |
| Loss of Car             | 32  | 3.2%  |
| Loss of House           | 18  | 1.8%  |
| Credit Card charge-offs | 74  | 7.3%  |
| Other                   | 31  | 3.1%  |
| Unknown                 | 265 | 26.2% |

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2005 - June 30, 2006

---

### Medical Problems of Problem Gambler

|                 |     |       |
|-----------------|-----|-------|
| None            | 626 | 61.9% |
| Chronic Disease | 56  | 5.5%  |
| Disability      | 37  | 3.7%  |
| Other           | 30  | 3.0%  |
| Unknown         | 263 | 26.0% |

### Mental Health Problems of Problem Gambler

|            |     |       |
|------------|-----|-------|
| None       | 485 | 47.9% |
| Depression | 204 | 20.2% |
| Bipolar    | 13  | 1.3%  |
| ADD/ADHD   | 5   | 0.5%  |
| Anxiety    | 35  | 3.5%  |
| Other      | 10  | 1.0%  |
| Unknown    | 260 | 25.7% |

### Primary Gambling Preference

|                     |     |       |
|---------------------|-----|-------|
| Lottery             | 46  | 4.5%  |
| Slot Machines       | 605 | 59.8% |
| Horses/Dogs/Animals | 19  | 1.9%  |
| Sports Betting      | 10  | 1.0%  |
| Bingo               | 4   | 0.4%  |
| Cards               | 117 | 11.6% |
| Video Poker         | 71  | 7.0%  |
| Internet            | 25  | 2.5%  |
| Stock Market        | 2   | 0.2%  |
| Other               | 17  | 1.7%  |
| Unknown             | 96  | 9.5%  |

### Age Problem Gambler First Gambled

|          |     |       |
|----------|-----|-------|
| Under 10 | 19  | 1.9%  |
| 10-17    | 52  | 5.1%  |
| 18-24    | 219 | 21.6% |
| 25-34    | 150 | 14.8% |
| 35-44    | 124 | 12.3% |
| 45-54    | 73  | 7.2%  |
| 55-64    | 46  | 4.5%  |
| 65+      | 8   | 0.8%  |
| Unknown  | 321 | 31.7% |

### Age Gambling Became a Problem

|          |     |       |
|----------|-----|-------|
| Under 18 | 10  | 1.0%  |
| 18-24    | 87  | 8.6%  |
| 25-34    | 166 | 16.4% |
| 35-44    | 198 | 19.6% |
| 45-54    | 144 | 14.2% |
| 55-64    | 104 | 10.3% |
| 65+      | 20  | 2.0%  |
| Unknown  | 283 | 28.0% |

## Arizona Office of Problem Gambling Helpline Report

### July 1, 2005 - June 30, 2006

---

#### Length of Gambling Problem

|               |     |       |
|---------------|-----|-------|
| Under 1 year  | 94  | 9.3%  |
| 1-2 years     | 183 | 18.1% |
| 3-5 years     | 206 | 20.4% |
| 6-10 years    | 166 | 16.4% |
| 11-15 years   | 35  | 3.5%  |
| Over 15 years | 50  | 4.9%  |
| Unknown       | 278 | 27.5% |

#### Illegal Activities/Consequences Related to Problem Gambling

|               |     |       |
|---------------|-----|-------|
| None          | 569 | 56.2% |
| Bad Checks    | 145 | 14.3% |
| Theft         | 20  | 2.0%  |
| Incarceration | 3   | 0.3%  |
| Probation     | 3   | 0.3%  |
| Other         | 13  | 1.3%  |
| Unknown       | 259 | 25.6% |

#### Problem Gambler's Other Past or Current Compulsive Behaviors

|          |     |       |
|----------|-----|-------|
| None     | 477 | 47.1% |
| Alcohol  | 105 | 10.4% |
| Drugs    | 46  | 4.5%  |
| Tobacco  | 89  | 8.8%  |
| Food     | 12  | 1.2%  |
| Shopping | 13  | 1.3%  |
| Other    | 9   | 0.9%  |
| Unknown  | 261 | 25.8% |

#### Problem Gambler's History of Abuse

|           |     |       |
|-----------|-----|-------|
| None      | 599 | 59.2% |
| Physical  | 41  | 4.1%  |
| Emotional | 47  | 4.6%  |
| Sexual    | 15  | 1.5%  |
| Unknown   | 310 | 30.6% |

#### In Last 6 Months, Problem Gambler Has

|                                   |     |       |
|-----------------------------------|-----|-------|
| None                              | 608 | 60.1% |
| Had thoughts about suicide        | 73  | 7.2%  |
| Made plans for committing suicide | 2   | 0.2%  |
| Attempted suicide                 | 0   | 0.0%  |
| Unknown                           | 329 | 32.5% |